

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2017/2018

### **BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT** ( All sections / Groups )

9<sup>th</sup> March 2018  
3:00pm – 5:00pm  
(2 Hours)

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#### **INSTRUCTIONS TO STUDENT**

1. This Question paper consists of 2 pages with 4 Questions only.
2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

### **QUESTION 1**

a) You are working as an ERP consultant for Berjaya Melaka Computers Sdn Bhd. The CEO of the company told you that the coordination of company should follow the business function perspective, which means that the business functions are separated from each other. Write a memo to the CEO and explain why the company should adopt a business process instead of business function perspective.

(15 marks)

b) The Year 2000 or Y2K problem motivated many companies to move to ERP systems in the late 1990s. Discuss the Y2K problem and the reasons to use ERP.

(10 marks)

**[Total: 25 marks]**

### **QUESTION 2**

a) You are working as sales executive officer in Ultra Best Shoes Sdn Bhd. One of the customers orders 50 boxes of Ultra Athlete Sport Sneakers to be delivered on 10 March 2018. However, the SAP ERP shows that there would be only 10 available boxes of Ultra Athlete Sport Sneakers that can be delivered on time. The SAP ERP shows that the next lead time is 20 March 2018. Based on the scenario, what are the **THREE (3)** alternatives that would be proposed by the SAP ERP system?

(10 marks)

b) You are working as a production manager at Super Snacks Sdn Bhd. This company currently manufactures two types of snacks, that is, *Tomato* and *BBQ*. Super Snacks can produce 200 boxes of snacks per day. The table below illustrates the *Sales and Operations Planning* for month of January to June 2018. Calculate and write down the values for A, B, C, D, and E.

(15 marks)

SOP		Jan	Feb	March	April	May	June
Sales Forecast		5000	4000	4000	5000	5000	4000
Production Plan		4500	4600	4400	5000	4799	5039
Inventory	500			A			
Working Days		25	25	25	28	26	27
Capacity (boxes)				B			
Utilization				C			
Tomato	70%			D			
BBQ	30%			E			

**[Total: 25 marks]**  
**Continued....**

**QUESTION 3**

a) You are working as a financial controller at Rainbow Chocolates. While the headquarters of this company is in the US, it has a subsidiary office in Ireland. Without the use of SAP ERP system, discuss **TWO (2)** issues that may complicate the process of closing books at the end of an accounting period? (10 marks)

b) Take a look at your calculator. The cost of producing this unit of calculator can be broken down to direct and indirect costs. Describe direct and indirect costs. Which of this costs is difficult to calculate? (5 marks)

c) What is succession planning? Discuss how SAP ERP can support succession planning. (10 marks)

**[Total: 25 marks]**

**QUESTION 4**

a) As a SAP ERP consultant, you need to understand the process workflow of the company that you are advising. Draw a process flowchart based on the scenario below. (15 marks)

After a salesperson incurs travel expenses on her credit card, she completes a paper expense report, makes a copy for her records, attaches receipts for any expenses over \$25, and mails it to her zone manager at the branch office. The manager reviews it and either approves the report or mails it back to the salesperson with a note asking for an explanation, verification, or modification. Once the manager approves the expense report, he mails it to the corporate office. After the administrative assistant sorts the mail at the corporate office, she forwards the expense report to the accounts payable (A/P) clerk, who performs a preliminary check of the report. The clerk contacts the zone manager for any necessary clarification, then forwards the expense report to the expense report auditor, who reviews it. If there is a problem with the report, the auditor mails it back to salesperson, who revises and returns it. Then the auditor enters the report into a PC-based accounting system and files a hard copy with the receipts in a filing cabinet, organized by employee name. At the end of each week, an A/P clerk uses the PC-based accounting system to print payroll checks, payments to suppliers, and expense reimbursement checks. When the salesperson receives her reimbursement check, she deposits it into her checking account and mails a payment to the credit card company, which credits her card account

b) You are working as an information systems analyst in Kayangan University. The university wants to implement SAP ERP via application service provider. Write a memo to describe the potential problems with using an application service provider for ERP SAP. (10 marks)

**[Total: 25 marks]**

**End of Page.**